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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re application of:

Group Art Unit: N/A

Benjamin E. Hansen, Lee R. Quintenar,
Scott Morrison

Examiner: N/A

Serial No.: 09/660,785

Filed: September 14, 1999

For: METHOD AND SYSTEM FOR ONLINE CALL MANAGEMENT

Attorney Docket No.: USW 1700 PUS

TRANSMITTAL LETTER

Assistant Commissioner for Patents
Washington, D.C. 20231

Sir:

Enclosed with reference to the above matter are the following documents:

1. Request for Withdrawal as Attorney Pursuant to 37 C.F.R. § 10.40(c).

The Commissioner is hereby authorized to charge any additional fees to our Deposit Account No. 50-1444. A duplicate of this Transmittal Letter is enclosed for that purpose.

Respectfully submitted,

**Benjamin E. Hansen, Lee R. Quintenar,
Scott Morrison**

By: 

Paul M. Schwartz
Reg. No. 33,278
Attorney/Agent for Applicant

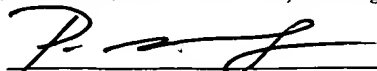
Date: 4-30-01
SCHWARTZ & SCHWARTZ, P.L.C.
29623 Northwestern Hwy., Suite 200
Southfield, MI 48034
Phone: 248-386-7200
Fax: 248-386-722

CERTIFICATE OF MAILING UNDER 37 C.F.R. § 1.8

I hereby certify that this paper, including all enclosures referred to herein, is being deposited with the United States Postal Service as first-class mail, postage pre-paid, in an envelope addressed to: Assistant Commissioner for Patents, Washington, D.C. 20231 on:

4-30-01
Date of Deposit

Paul M. Schwartz
Name of Person Signing


Signature